धार्मिक स्थल की भूमि पर अनधिकृत कब्जा

2460. **श्री सत्य प्रकाश मालवीय** : क्या शहरी विकास मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या लगभग एक दर्जन संसद सदस्यों से हाल ही में इस आशय की कोई शिकायत प्राप्त हुई है कि दिल्ली में एक धार्मिक स्थल की भूमि पर अनधिकृत रूप से कब्जा कर लिया गया है ;

(ख) यदि हां, तो इसका ब्यौरा क्या है ; और

(ग) शिकायत पर क्या कार्यवाही की गई है ?

शहरी विकास मंत्री (श्रीमती शीला कौल) : (क) से (ग) सूचना एकत्र की जा रही है तथा सभा पटल पर रख दी जाएगी ।

Redressal of Public Grievances by the DDA

2461. SHRI SYED SIBTEY RAZI: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether the DDA have taken any measures to redress the grievances of public;

(b) if so, what are the details thereof; and

(c) what alternative arrangements Government propose to make when grievances of people are not redressed within time-bound schedule?

THE MINISTER OF URBAN DEVELOPMENT (SHRIMATI SHEILA KAUL): (a) to (c) Yes, Sir. According to the following steps have been taken in the recent past to streamline the system of redressal of public grieances in DDA;

(i) The entire machinery of redressal of public grievances has been revamped and placed under a Senior Officer. Detailed system and procedures have also been prescribed for disposal of complaints.

(ii) The procedures regarding issue of demand letters, possession letters, C&D forms, Completion Certificate and land transactions have been simplified and press advertisements are released from time to time, for information of general public.

(iii) Single window system was introduced regarding announcement of draw of lots and establishment of special counters for issue of demand letters and possession letters.

(iv) Permission for grant of mortgage has been made automatic for flats and certain categories of plots.

(v) Nodal Officials have been appointed within the various deptts. to monitor the public grievances.

(vi) Training courses on redressal of public grievances for the staff and the officials are being arranged from time to time.

(vii) The progress of redressal of public grievances is reviewed in the Coordination Committee headed by V. C. DDA every month.

(viii) Whenever specific cases of grievances are brought to the notice of the Govt. the matter is taken up with V. C. DDA with a view to redress the grievances expeditiously. Subject to the rules and regulations efforts are made to redress of public grievances as early as possible.

The matter is reviewed by the Ministry of Urban Development for periodic guidance.